State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF TELECOMMUNICATIONS MANAGEMENT

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July 22, 2003

TELECOMMUNICATIONS INFORMATION NOTICE NUMBER **03-04**

SUBJECT: **Web Billing Implementation**

If you have chosen to retrieve your Office of Telecommunications Management (OTM) bill electronically, go to louisiana.gov/otm/bill. You may retrieve your bill on the fifth business day of the following month; e.g., the July Cost Center Detail Report may be viewed and downloaded on or after August 7, 2003. OTM will continue to mail the summary of charges/ invoice and supporting documentation to users at no cost. In order to view and download your OTM bill electronically, the following requirements must be met:

- You must be a designated Telecommunication Coordinator (TC) for your agency/department.
- You must have completed and returned to OTM form OTM 26 (Required Information from Telecommunication Coordinators for OTM Web Billing Security Access), which is available at louisiana.gov/otm/forms/otm26.pdf.
- Internet Explorer 4.0 or greater must be used as the Internet browser in order to view and download billing reports.

If you have not completed the actions mentioned above, a hard copy of your bill will be mailed to your agency for the July 2003 OTM bill, and you will be charged $.50 per printed page. Printing charges will be billed in arrears; e.g., printing cost for the July bill will appear on the August bill. The cost for duplicate bills will also be $.50 per printed page.

Three months of billing data will be kept on the OTM billing website. If you request a copy of data older than three months, OTM will retrieve the billing data from disk, and your agency will be billed for printing. Duplicate copies of the OTM bill are $.50 per printed page.

Helpful Hints for Web Billing Users

- If your OTM bill is large and you decide to print the bill, you should direct it to a printer that can handle a heavy volume. Please provide a copy of this TIN to your Information technology/data processing staff.
- Follow the directives of your fiscal services office regarding record retention for the OTM bill and the accuracy of cost center numbers you are allowed to view.   Please provide a copy of this TIN to your fiscal services staff.
- When downloading the Cost Center Detail Report from the OTM billing Web page, remember to save the document(s) with the month/cost center/location in the file name. When the Cost Center Detail Report is saved, the file will not automatically indicate the cost center/location/date in the file name; you must provide this information, or the generic file name of CCDetailReport.cvs will appear as the file name.

- The OTM Web User Guide can be accessed at louisiana.gov/otm/bill/userhandbook.pdf. If you have questions about the documentation contact Rose Trahan at 225-342-7718 or Dana Maxfield at 225-342-9667. If you would like to attend a training session regarding the OTM User Guide, contact Rhonda Brown at 225-342-7725.
- The OTM Web Administrator Guide can be accessed at louisiana.gov/otm/bill/adminhandbook.pdf. If you have questions about the documentation contact Rose Trahan at 225-342-7718 or Dana Maxfield at 225-342-9667. If you would like to attend a training session regarding the OTM Web Administrator Guide, contact Rhonda Brown at 225-342-7725.

Telecommunication Coordinator and Cost Center Changes

To add or delete TCs complete form OTM-11. It can be found at louisiana.gov/otm/forms/otm11.pdf. Submit cost center number additions or deletions to Brenda Turner at 225-342-7743 or e-mail bturner@la.gov. You must inform Brenda if the billing detail associated with these cost center numbers will be viewed on the web or if it will be printed.

Cost center number changes received on or before the 19th of the month that affect web billing reports or the printed OTM bill will appear on the current month's bill; e.g., a change received by OTM on the 19th of July will be reflected on the July bill. Changes received after the 19th of July will appear on the August bill. Please have your agency fiscal officer review OTM cost center numbers you are allowed to view on-line for accuracy.

How To Report Problems With The OTM Web Billing Site

- Call the OTM Help Desk at 225-342-7777.
- Describe the problem you are experiencing:
  - Problem accessing the site—password is not allowing user to access site.
  - Able to access site but having problems accessing reports or cost center/accounting unit numbers.
  - Have accessed report, but cannot download the report.
  - Need to have user or administrator deleted from the system.
  - Other—problem not described above.
- Get an OTM trouble ticket number from the Help Desk agent.
- OTM personnel responsible for resolution of the trouble will contact you within five business days.
- OTM Help Desk personnel will follow up and close out the problem with the user.

If you have questions concerning this TIN, contact Rose Trahan at 225-342-7718 or e-mail rtrahan@la.gov.